



Iowa Communications  
Network

Managed Voice Service

powered by LUMEN®

# ICN Hosted Voice

## End User Portal Training

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Version 2.0 ICN  
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## End User Portal – Common Features

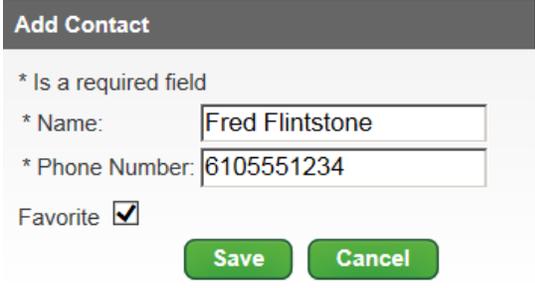
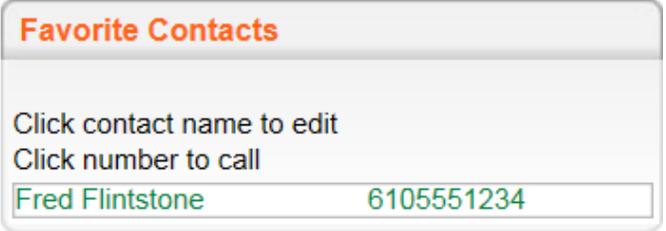
### Call Logs

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Feature	Comment
Missed, Incoming, Outgoing Calls	<p>The <b>Call Log</b> option allows you to view Missed, Incoming, and Outgoing Calls. This is similar to the [Directories] or [Callers] button on your phone</p> <p>As a recent enhancement, you can now <b>[Export Call Logs]</b>, to an Excel file – All, Missed, Incoming or Outgoing</p>

### Contacts>Personal Contacts

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Feature	Comment
	
New Contacts	Select <b>[New Contacts]</b> and complete the “Add Contact” information, then <b>[Save]</b> . If you “check” <b>Favorite</b> then the entry will appear on the <b>Home</b> page for easy access. From either screen you can click on the number and select <b>Call</b> to dial.

### Call Features>Find Me>Forward No Answer Rings

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Feature	Comment
	
Number of rings before forwarding	Increase or decrease the number of rings before your voicemail picks up. Select <b>Off</b> (the default) and select a number from the drop-down box from 2 – 20. <b>[Save]</b> your change.



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End User Portal – Common Features, Cont’d

VoiceMail>Settings>Voice Mail Forwarding

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Feature	Comment
<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: right;">Inbox <b>Settings</b> Name and Greetings Notifications Work Schedule</p> <p><b>Voice Mail</b></p> <p>VoiceMail Messages, Preferences, Mail Forwarding Settings</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Change your mailbox PIN</p> <p>Announcement Only Mailbox: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p>Mailbox PIN: <input type="text"/></p> <p>Verify mailbox PIN: <input type="text"/></p> <p>Prompt Speed: <input type="text" value="Standard"/></p> <p>Automatically Play Envelope Information: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p>Play Additional Ring before Greeting: <input checked="" type="radio"/> Enable <input type="radio"/> Disable</p> <p>Auto Play: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p>PIN Skip: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p>Voice Mail Forwarding: <input type="text" value="Forward &amp; Save"/></p> <p style="font-size: small;">Forward to Email Addresses (comma separated, Limited to 5 Email Addresses): <input type="text" value="MickyMouse@iowa.gov"/></p> </div> </div>	

- 1) Select **Forwarding & Save** **Note: ICN does not recommend “Forward & Delete.” If the email with the voicemail recording does arrive at the end email destination through the Internet, the voicemail recording cannot be recovered.**
- 2) Enter email address(es) in the **Forward to Email Addresses** box
- 3) **Save** your entry



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### Voicemail>Settings Change, Change your mailbox PIN Pages 52 EUG

Feature	Comment
<div data-bbox="256 499 586 529" style="background-color: #f0f0f0; padding: 5px;"><b>Change your mailbox PIN</b></div> <div data-bbox="256 533 428 558" style="font-size: small;">* Is a required field</div> <div data-bbox="256 583 1243 716" style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <div data-bbox="264 590 409 615" style="font-size: small;">* Mailbox PIN:</div> <input data-bbox="980 583 1243 625" type="text"/> </div> <div data-bbox="264 663 402 688" style="font-size: small; margin-top: 5px;">* Retype PIN:</div> <input data-bbox="980 657 1243 699" type="text"/>	



**\*Note:** You can also log into the *Admin Portal*, and edit the User voicemail password. Go to the **Voice Mail Settings TAB**, and select **[Reset PIN]**. Enter **New PIN** and **Confirm PIN** then **Save**. In both cases the password is officially changed – this is not a temporary password. The User can log into their mailbox and use the TUI to select a different password if they'd like to change it.



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## End User Portal – Common Features, Cont’d

### VoiceMail>Work Schedule

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Feature	Comment

Schedule your Open and Closed Greeting hours  
*(You can make the same changes by logging into your mailbox and pressing 3-6-2, and following the prompts)*

Using the drop down boxes for Weekdays and Weekends, make your selection. You can also modify Weekday and Weekend hours.

### Profile and Settings>Settings>Change Hosted VoIP Portal Password Pages 67 EUG

Feature	Comment
Hosted VoIP Portal Password	Enter new portal password using the criteria specified in the window that displays when you hold your mouse over the ?. <b>[Save]</b> your change.



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## Help

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Help provides **Manuals, User Guides, Training Slides, and Downloads** can be found under the "Help" selection of "User Guides & Help Information".



- Home
- Call Logs
- Call Features
- Virtual Desk
- Voice Mail
- Contacts
- Profile & Settings
- Help

### Last 10 Missed Calls

Date/Time (GMT-08:00) (US) Central Time	Name Click to add to contacts	Phone Number Click to call
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User Guides & Help Information

#### Did You Know?

[Click Here](#)

#### What's New?

Learn about new enhancements to your portal effective 04/04/19

The CenturyLink VoIP User Portal will have the most current versions of documentation.